



Barclays Africa

Barclays Africa Group Limited is a diversified financial services provider. We offer an integrated set of products and services across personal and business banking, credit cards, corporate and investment banking, wealth and investment management and insurance. We are building a leading financial services group in our chosen countries in Africa and selected customer and client segments.

We are driven by **our Purpose** to help people achieve their ambitions in the right way.

We are focused on **our Goal** to be the 'Go-To' bank in Africa.

Our Values define the way we think, work and act ...

- Respect
- Integrity
- Service
- Excellence
- Stewardship

To reinforce the importance of living our Values every day, the performance of our business and employees are evaluated against both our objectives ('what') and our Values ('how').

Our One Africa strategy

Our growth strategy is based on a unique competitive advantage – we are an African bank that is fully global, fully regional and fully local.

Our Balanced Scorecard

We measure our performance against our strategy and the matters we consider to be most material to our sustainability through our Balanced Scorecard.

Balanced Scorecard component	Material matters
Customer & Client We aim to be the 'Go-To' bank.	Our value proposition including our products and services, accessibility through our physical and digital channels, the quality of our IT infrastructure, service excellence as well as trust and safety of money, information and personal safety.
Colleague We create an environment where employees can fulfil their potential.	Attracting and retaining talent , increasing our succession coverage, employee engagement, diversity and inclusion, skills development , performance and reward as well as health and wellness (including financial health).
Citizenship We have a positive impact on the communities in which we operate.	Managing our citizenship commitments across employee conduct, stakeholder management, environmental and social impacts , access to financial services, helping businesses start up and grow, youth employability and community upliftment .
Conduct We act with integrity in everything we do.	Maintaining high ethical standards , responsible lending, Treating Customers Fairly and regulatory change.
Company We effectively manage risk and create sustainable returns.	Focusing on sustainable revenue growth within the framework of an appropriate risk appetite and disciplined cost management.

This assurance statement is a supporting document for our Integrated Report 2014 and expands on the limited assurance. The full suite of reports is available at barclaysafrica.com



Independent limited assurance report to the directors of Barclays Africa Group Limited

In addition to various internal processes ranging from management assurance to internal audit review, the Group contracts a number of independent service providers to assess and assure various aspects of the business operations including elements of external reporting. PwC and EY have provided limited assurance over selected sustainability information contained in our 2014 Integrated Report.

Scope of our engagement

Part A

We completed our independent limited assurance engagement to enable us to express our limited assurance conclusion on whether anything has come to our attention that causes us to believe that the following key performance indicators (specified KPIs) for the year ended 31 December 2014 contained in the Barclays Africa Integrated Report 2014 (the Report) have not been prepared, in all material respects, in accordance with the basis of measurement identified by Barclays Africa Group Limited (Barclays Africa) and which is provided where the specified KPIs are reported (management's sustainability criteria):

Specified KPIs	Boundary
Total training spend (ZAR) Total number of banking customers Complaints per 1 000 accounts Number of banking ombudsman complaints – opened and closed	South Africa only
Employee engagement score Women in senior management role (%) Total headcount broken down by (i) Permanent versus temporary and (ii) Gender Permanent employee turnover rate (%) Net promoter score Employees completing the Fighting Financial Crime training (%) Employees completing the Barclays Way attestation (%) Total number of Equator Principle transactions Community investment spend (ZAR)	Barclays Africa Group

Part B

We completed our independent limited assurance engagement to enable us to express our limited assurance conclusion on whether anything has come to our attention that causes us to believe that the greenhouse gas (GHG) statement for the year ended 30 September 2014 contained in the Report has not been prepared, in all material respects, in accordance with the basis of measurement identified by Barclays Africa and which is provided where the GHG statement is reported (management's sustainability criteria):

GHG statement	Boundary
Scope 1 carbon emissions (tonnes CO ₂) Scope 2 carbon emissions (tonnes CO ₂) Scope 3 carbon emissions (tonnes CO ₂) Total carbon emissions (tonnes CO ₂) Total energy use (kWh)	Barclays Africa Group

The specified KPIs noted in Part A and the GHG statement noted in Part B above have been highlighted for identification purposes in the Report marked with an 'A'.

Our responsibility in performing our independent limited assurance engagement is to Barclays Africa only and in accordance with the terms of reference for this engagement including the release letter dated 31 March 2015 as agreed with them. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than Barclays Africa, for our work, for this report, or for the conclusions we have reached.

Directors' responsibility

The directors are responsible for implementing a stakeholder engagement process to identify all relevant stakeholders, to identify key issues, to respond appropriately to key issues identified, to determine those key performance indicators which may be relevant and material to the identified stakeholders, and to design and apply appropriate sustainability reporting policies. The directors are also responsible for the preparation and presentation of the Report, the information and assessments contained in the Report and for such internal control as the directors determines is necessary to ensure that the information and data reported meet the requirements of the relevant criteria, and contains all relevant disclosures that could materially affect any of the conclusions drawn.

The directors are also responsible for the preparation of the GHG statement in accordance with the management sustainability criteria as disclosed in the table above. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of the GHG statement such that it is free from material misstatement, whether due to fraud or error.

GHG quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases.

Our independence and quality control

We have complied with the *Code of Ethics for Professional Accountants* issued by the International Ethics Standards Board for Accountants, which includes independence and other requirements founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

In accordance with the International Standard on Quality Control, Ernst & Young Inc and PwC maintain a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Assurance provider's responsibility

Our responsibility is to express our limited assurance conclusion on the specified KPIs and the GHG statement based on our independent limited assurance engagement. Our independent limited assurance engagement was performed in accordance with the International Federation of Accountants' (IFACs) International Standard on Assurance Engagements (ISAE) 3000 *Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* with regard to the scope described in part A and with the ISAE3410 *Assurance Engagements on Greenhouse Gas Statements* with regard to the scope described in part B. These standards require us to comply with ethical requirements and to plan and perform our engagement to obtain the assurance as required by the scope of our engagement, as expressed in this report.

Basis of work and limitations

The procedures selected depend on our judgement, including the assessment of the risks of material misstatement of the subject matter and the purpose of our engagement. In making these assessments, we have considered internal control relevant to the entity's preparation and presentation of the Report, the information contained therein, in order to design procedures appropriate for gathering sufficient appropriate assurance evidence to determine that the information in the Report is not materially misstated or misleading as set out in the summary of work performed below. Our assessment of relevant internal control is not for the purpose of expressing a conclusion on the effectiveness of the entity's internal controls.

We planned and performed our work to obtain all the information and explanations that we considered necessary to provide a basis for our limited assurance conclusion pertaining to the specified KPIs and the GHG statement, expressed below.

Where a limited assurance conclusion is expressed, our evidence gathering procedures are more limited than for a reasonable assurance engagement, and therefore less assurance is obtained than in a reasonable assurance engagement.

Non-financial performance information is subject to more inherent limitations than financial information, given the characteristics of the subject matter and the methods used for determining, calculating, sampling and estimating such information. The absence of a significant body of established practice on which to draw allows for the selection of different but acceptable measurement techniques which can result in materially different measurements and can impact comparability. Qualitative interpretations of relevance, materiality and the accuracy of data are subject to individual assumptions and judgements. The precision of different measurement techniques may also vary. Furthermore, the nature and methods used to determine such information, as well as the measurement criteria and the precision thereof, may change over time. It is important to read the Report in the context of the criteria applied for the specified KPIs and GHG statement that are identified by Barclays Africa and which are provided where the specified KPIs are reported.

Summary of work performed

Set out below is a summary of the procedures performed pertaining to the specified KPIs and the GHG statement which were included in the scope of our limited assurance engagement.

- We obtained an understanding of:
 - The entity and its environment;
 - Entity-level controls;
 - The stakeholder engagement process;
 - The selection and application of sustainability reporting policies;
 - How management has applied the principle of materiality in preparing the Report and the specified KPIs;
 - The significant reporting processes including how information is initiated, recorded, processed, reported and incorrect information is corrected, as well as the policies and procedures within the reporting processes.
- We made such enquiries of management, employees and those responsible for the preparation of the Report and the specified KPIs and the GHG statement, as we considered necessary.
- We inspected relevant supporting documentation and obtained such external confirmations and management representations as we considered necessary for the purposes of our engagement.
- We performed analytical procedures and limited tests of detail responsive to our risk assessment and the level of assurance required, including comparison of judgementally selected information to the underlying source documentation from which the information has been derived.
- We evaluated whether Barclays Africa's methods for developing estimates are appropriate and had been consistently applied. However, our procedures did not include testing the data on which the estimates are based or separately developing our own estimates against which to evaluate Barclays Africa estimates.

We believe that the evidence obtained as part of our limited assurance engagement, is sufficient and appropriate to provide a basis for our findings and our limited assurance conclusion expressed below.

Conclusion

Part A

Based on the work performed and subject to the limitations described above, nothing has come to our attention that causes us to believe that the specified KPIs have not been prepared, in all material respects, in accordance with management's sustainability criteria for the year ended 31 December 2014.

Part B

Based on the work performed and subject to the limitations described above, nothing has come to our attention that causes us to believe that the GHG statement has not been prepared, in all material respects, in accordance with management's sustainability criteria for the period ended 30 September 2014.

Other matter

The maintenance and integrity of the Barclays Africa reporting website is the responsibility of Barclays Africa management. Our procedures did not involve consideration of these matters and, accordingly we accept no responsibility for any changes to either the information in the Report or our assurance report that may have occurred since the initial date of presentation on the Barclays Africa reporting website.

Ernst & Young Inc.

Ernst & Young Inc

Director – Jeremy Crist
Registered Auditor
Chartered Accountant (SA)

31 March 2015

PricewaterhouseCoopers Inc.

PricewaterhouseCoopers Inc

Director – Jayne Mammet
Registered Auditor
Chartered Accountant (SA)

31 March 2015



Barclays Africa Group Limited
Integrated Report 2014

